



Complete Release Summary

April 2026

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This document has high-level information on the key features included in the April 2026 Complete release. Access to the full release notes document is available here: [Complete Release Notes April 2026 PREVIEW](#)

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Complete: Live Agent Chat ****Pilot Customers Only****

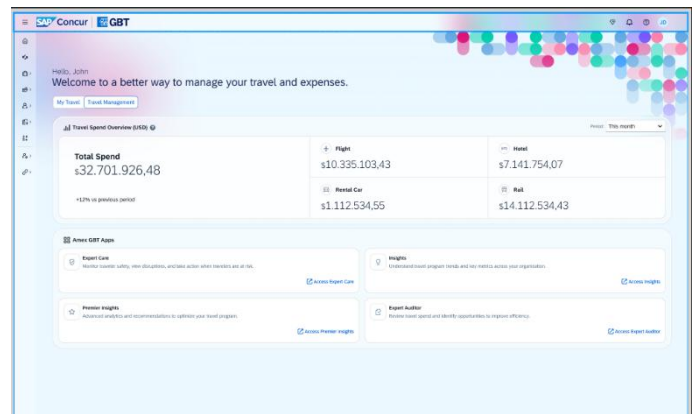
- Complete by SAP Concur and Amex GBT now includes Live Agent Chat. With Live Agent Chat, Complete customers can now connect with a live travel consultant from Amex GBT without leaving the application. **This feature is currently available exclusively to a limited number of early adopter clients. More information on timing for general availability will be shared as it develops.**
- Key features include:
 - Quick access to Support: a new Get Travel Support button on the Complete home page lets you initiate a chat instantly.
 - Real-Time Assistance: Connect with a human travel consultant to resolve issues on the spot.

Complete: Live Agent Chat for the Complete Mobile App ****Pilot Customers Only****

- Targeted for release in April, Complete by SAP Concur and Amex GBT will include Live Agent Chat for the Complete Mobile App. With Live Agent Chat, Complete customers can connect with a live travel consultant from Amex GBT without leaving the application. **This feature is currently available exclusively to a limited number of early adopter clients. More information on timing for general availability will be shared as it develops..**

Complete: Travel Manager Home Page ****Early Adopters Only****

- Amex GBT and SAP Concur are **unifying their data and technology** to deliver a best-in-class innovation, *specifically* for Complete customers.
- This new Travel Manager Home Page allows travel managers to make **faster, more informed decisions**, led by spend trends, savings opportunities, policy compliance, and duty of care insights.
- This new homepage streamlines access to data, insights, and tools needed to effectively manage travel programs, including Travel spend overview information along with access to relevant Amex GBT apps.
- Limited launch for early adopters:** This initial launch is available to a small group of customers for early adoption and testing. More information to come on timing for general availability.



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****Preview** Complete: Client Company Logo Moved**

- Targeted for release in April, client company logos for Complete customers will be moved from the Home page to the upper left corner of the Shell Bar and will be present on every page in the UI. The SAP logo will no longer be present on the Shell Bar.

New Concur Travel: Automatic Upgrades Scheduled by Concur:

- June 23, 2026 - Japan
 - Air, Car Hotel verticals (independently)
 - Direct and Indirect customers
- TBD 2026 – India - Concur's release for New Concur Travel in India is 20th May. GBT testing and migration planning is underway, further updates to follow
 - Air, Car, Hotel verticals (independently)
 - Direct and Indirect customers

New Concur Travel, Loyalty Card Integration in Car Rental Search for Selected Vendors

- Targeted for the April release, loyalty cards will be applied in the background during a search for specific vendors, such as National and Hertz, if they are enabled in the configuration and added in the user profile. For this release, the feature is limited to Sabre customers.
- Customers will receive more personalized and relevant results, including offers or rates associated with their loyalty program.
- Once a loyalty card has been added to a user profile, a message will display in the Search results informing the user that the information from their Frequent Traveler Account is being used.
- A similar message will display on the Review and Book page if a corresponding member rate is selected.
- Company administrators are required to enable the respective vendors on the Travel System Admin page. This configuration is necessary to activate the automated submission of loyalty cards for those partners.

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New Concur Travel, Enhanced Hierarchy Logic for Flight Search with Corporate Discount Codes

- Previously, discount selection logic in flight search did not fully account for the growing variety of discount code types and where they can be configured.
- The current priority hierarchy logic does not differentiate discount code type. This could lead to unexpected behavior when multiple codes of different types existed for the same airline. For example, a travel config level discount code with CLID type could take a higher priority than a SNAP code at company-wide level, therefore the company-wide level SNAP code is not applied in flight search.
- With this release, new Concur Travel will apply a clear priority order when multiple codes with different discount code types for the same airline are configured in different levels.

New Concur Travel, Apply Time Preference Configurations to Flight Search

- Previously, when users entered their search criteria, “Anytime” was selected as the default time range.
- With the April release, this will be replaced by the company-configured default search window in the Flight search time slider.
- When the LLF Time Window is set to Flight within Company Config Time Window, the company travel policy time window will be applied in the flight search to ensure the LLF is calculated with the correct time window.

New Concur Travel, Error Recovery for Flight Bookings (Sabre EDIFACT Only)

- Current booking process for Sabre EDIFACT involves, among other things, storing the fare (PQ) by including both selected fare basis and brand (ZZ qualifier for fare basis, BR qualifier for brand). Because of this, some PQ attempts may fail due to the fare basis no longer being available. When that happens, new Concur Travel currently calls off the booking and delivers an error message, because the itinerary could no longer be priced as selected.
- The new recovery process, when getting a price-related error from Sabre, will retry to price and store PQ without the fare basis, but still under the same brand; such a PQ won't carry the ZZ qualifier. After the pricing retry, the booking will go through only if the new price is within a 10% tolerance threshold. Should the new price go beyond this 10% threshold, the same error message about unable to price the itinerary as selected will be delivered.

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- This recovery process applies to: One Way, Round trip, Open Jaw and Multi-City supported, no configuration needed, and it is applicable in all routes.
- Limitations:
 - Sabre EDIFACT only; NDC is not supported
 - Other GDS may be added to this logic in later releases

New Concur Travel, Improved Policy Messages

- Concur Travel is enhancing its policy messages to provide users with more informative content and help them make better flight selections.
- Currently, users searching for round trip or multi-city itineraries may encounter policy messages such as out-of-policy or not allowed that can be unclear, particularly when these restrictions are based on assumed lowest fare selections for the entire trip. This can lead to confusion, as users may not understand the specific reason behind the message or its implications for their travel planning.
- Targeted for release in April, Concur Travel is enhancing the policy messages shown in popup notifications. These improvements provide users with clearer, more informative messages, empowering them to make better choices when selecting flights.

New Concur Travel, Map Pin Displays Total Rate

- Currently, in the Hotel search results, the map pin representing each property displays the Lead Rate (the lowest average nightly rate).
- The Hotel search results themselves display the Total Rate in larger font than the Lead Rate, making it difficult for customers to correlate the hotel property with the map pin location.
- With this release, the Hotel search result map pin is being changed to display the Total Rate. If, however, the Total Rate is not available on the search results page, the map pin will display the Lead Rate.

****Ongoing**** New Concur Travel: Guest Travel

- Users will experience an updated flow when booking for a guest in the new Concur Travel. Guest information is now collected at the beginning of the booking process rather than on the **Review and Book** screen. The user making the reservation proceeds through the workflow as the arranger.
- NOTE: Introduction of this Guest Travel functionality for new Concur Travel is now targeted for release by Concur in May 2026.

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****Ongoing** Trip Library Renamed to Trip List**

- Phase 1 - Starting with the first release in November 2025, Concur Travel renamed the Trip Library to Trip List.
 - The new Trip List aims to be a central component for users to manage their trips, offering a complete set of tools, full transparency of all trips from different sources, and a consistent experience between Web and Mobile.
 - Trip List displays detailed information for each user's trip, including the trip states, approval state, approval message, approval deadline, approver's name, trip name, trip messages, and the trip start and end dates.
- Phase 2 – March 2026
 - Improved sorting and navigation (Newest-first and Sort by Creation Date) help users find trips faster.
 - Enhanced destination pictures ensure every trip has a meaningful image, even without flights, improving visual clarity and orientation.
- Phase 3: May 2026: Trip List Default View Change

****Ongoing** New Concur Travel: New Renfe Integration via Trainline**

- A new Renfe integration is being introduced in Concur Travel through the Trainline API. This connection brings enhanced Renfe rail content and functionality for travelers booking within Spain and select cross-border routes.
- Amex GBT is working closely with Concur and Trainline to test and prepare for migrations. Project updates will be sent by your American Express Client General Manager in a timely manner.

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****Preview** New Concur Travel: Enable Singapore Airlines NDC via Travelport+**

- Singapore Airlines (SQ) NDC will be enabled in new Concur Travel through the Travelport+ NDC channel.
- Once Singapore Airlines (SQ) NDC is activated through the Travelport+ NDC, and SQ NDC Content is enabled in the new Concur Travel Air Content configuration, users will be able to book SQ fares sourced from Travelport+ NDC. The booking flow is the same as that for any other Flight search.
- This feature is targeted for release by Concur on April 28, 2026, and requires full testing and migration planning by Amex GBT.

****Preview** New Concur Travel, Cleartrip Direct Connect**

- SAP Concur will enable the India market for new Concur Travel in May 2026. Low Cost Carrier content will be sourced via Cleartrip, as many of these airlines do not participate in the GDS and do not accept credit card payments.
- A newer version of the Cleartrip API will be implemented, which will require new airline credentials.
- SAP Concur will implement the One Way Faring (OWF) experience that is already implemented in the Australia/New Zealand market where:
 - All fares are displayed on a One-Way basis rather than the display of the total Round/Multi-City fare for the trip
 - Domestic India fares are searched for as One-Way fares
 - All fare brands and classes will be available, depending on policy allowance
 - Policy and LLF are calculated on a per leg basis.

****Preview** New Concur Travel: One-Way Faring for India Market with Cleartrip + GDS Combinations**

- Targeted for the May release, One-Way Faring is being extended to the India market with the ability to combine Cleartrip and GDS EDIFACT content on the same booking. (Outbound Cleartrip and inbound GDS, or vice versa).
- Cleartrip and GDS combinations will only be possible for travel within India, with One-Way Faring enabled. GDS content in these mixes to be EDIFACT only, on either GDS (Travelport+ Amadeus or Sabre).
- This change will allow a more unified travel experience for users which will not require separate bookings for one trip.

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****Preview** New Concur Travel, E-mails and Flow for Orphaned Trips**

- Targeted for release in May, e-mails about user abandoned or orphaned trips will use the new Concur Travel e-mail design and include a button that takes users directly to the SAP Concur app.
- Rules for auto-cancellation vs. auto-confirmation are simplified compared to legacy Travel. The orphan trip warning e-mail is sent to the traveler - and in case of an arranger booked trip also to the arranger - 30 minutes after the booker initially enters the Finalize page.

****Preview** New Concur Travel, Deutsche Bahn - BahnCard/Bahn Bonus Changes**

- Deutsche Bahn is updating the structure of its BahnBonus and BahnCard programs. To support these changes, Concur Travel will be updated accordingly.
- Availability Target Details: This update will roll out from May to June 1, 2026.
- The official completion date for all changes is June 1, 2026. BahnBonus changes include:
 - The BahnBonus card number will change from a 16-digit card number to a 12-digit DB Account Number.
 - The new DB Account Number does not have an expiration date.
 - The setting that allowed users to indicate whether BahnBonus points can be collected will no longer be supported.
 - BahnCard numbers will not be supported for BahnBonus point collection; they are no longer required.

****Preview** New Concur Travel: ÖBB Integration via Trainline**

- A new ÖBB (Austrian Federal Railway) integration is being introduced in Concur Travel through the Trainline API.
- This connection brings enhanced Austrian rail content and functionality for travelers booking within Austria. SAP Concur is enabling this new ÖBB connection in the new Concur Travel experience, available on both web and mobile applications. This feature is supported for customers using Amadeus, Sabre, or Travelport Global Distribution Systems (GDS).

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- This feature is targeted for release by Concur in May 2026 and requires full testing and launch planning by Amex GBT (no target date at this time).

****Preview** Renfe Direct Connect Decommission on Production Environment**

- As part of the transition to an enhanced Renfe integration via Trainline, SAP Concur is decommissioning the existing **Renfe Direct Connect** integration in the new Concur Travel experience. Target date for this is May 31, 2026. More news will be shared as Amex GBT works to test and implement the new Renfe solution.

****Preview** New Concur Travel: New SNCF Integration via Trainline**

- Concur Travel currently provides travelers with the ability to book rail via SNCF PAO API. This will be migrated to a new Trainline connection.
- SAP Concur is working towards supporting new SNCF connection via Trainline API including SNCF and Eurostar carriers. As part of this effort, SAP Concur plans to enable new Concur Travel for SNCF customers, available on both web and mobile applications.
- This feature is targeted for release by Concur in Q2 2026 and requires full testing and migration planning by Amex GBT.

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****Preview** New Concur Travel, Amenities/Onboard Experience Integration for Trainline Vendors**

- Targeted for May, SAP Concur Travel plans to introduce enhanced onboard amenities/experience for rail bookings made through Trainline
- With this enhancement, users can view amenities such as lounge availability, dining options, baggage services, snacks, and other onboard services directly from the train search results.
- Note - Availability of amenities may vary by vendor and route.

****Preview** New Concur Travel: Option to Add Rail to Existing Trip**

- Previously the option to add a train booking to an already existing trip was not available. Rail journeys had to be booked first in trip.
- This feature will be available only for existing trips created in new Concur Travel. This option will not be available for itineraries created on legacy Concur Travel.
- This feature is targeted for release by Concur in June 2026 and requires testing by Amex GBT

****Preview** New Concur Travel: Train Booking Level Cancellation**

- Targeted for release in June 2026, users will be able to make booking level cancellations. Currently, any trip containing a train booking could only be cancelled along with the entire trip.

****Preview** New Concur Travel: Trip Extras Groundspan**

- Targeted for release by Concur in Q3 2026, this feature will offer travelers the ability to make ground transportation bookings through a redirect to Groundspan.
- Users can access this feature by clicking **Book now** in the **Book your Ground Transportation**. A new page from Groundspan will be displayed, where the user will see their flight and/or hotel details pre-populated, thus streamlining the booking process. Once the booking is completed, it posts back to SAP Concur and users can manage cancellations and changes from the **Trip Overview** page.
- This feature will replace the legacy Groundspan Direct Connect. Travelers using New Concur Travel will not have to book a separate reservation for Ground. Travelers will be able to use Groundspan capabilities, including stops, travel policy, company preferences, and sustainability indicators.

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